



DEPARTMENT OF THE ARMY
HEADQUARTERS, UNITED STATES ARMY GARRISON, ALASKA
600 RICHARDSON DRIVE #6000
FORT RICHARDSON, ALASKA 99505-6000

APVR-GC-EO (600-20)

NOV 4 2003

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: USAG-AK Policy on Equal Opportunity (EO) Complaint Procedures (AK-GC Policy #04-04)

1. References:

AR 600-20, Army Command Policy, 13 May 2002

AR 690-12, Equal Employment Opportunity and Affirmative Action, 4 March 1988

2. Commanders must ensure equal opportunity complaints procedures are disseminated down to every soldier within the command and to all new soldiers upon arrival, as required by Army Regulation (AR) 600-20, 15 July 1999.

3. The preferred method of handling a complaint is through the chain of command. However, the chain of command is not the only channel available for redress of EO complaints for soldiers, family members, or DA civilians. The Fort Richardson and Fort Wainwright Garrisons' Equal Opportunity Advisors, Inspectors General, Chaplains, Provost Marshals, Equal Employment Offices, or the USARAK, USARPAC or DOD IG Hotlines are available to all personnel who do not feel comfortable filing their complaint with their chain of command.

4. There are two types of equal opportunity complaints as defined in AR 600-20:

a. **Informal:** An informal complaint is a complaint that a soldier, family member or civilian employee does not wish to file in writing. An informal complaint is an attempt to solve the problem at the lowest possible level, without necessarily involving the commander. The individual, another unit member, or a person in the complainant's chain of command may resolve this type of complaint.

b. **Formal:** A soldier, family member, or civilian employee files a formal complaint by submitting a sworn statement on an Equal Opportunity Complaint Form, DA Form 7279-R with there Post/Brigade EO Advisor. Complainants have 60 calendar days from the date of the alleged incident in which to file a formal complaint. Commanders will determine if complaints filed after 60 days warrant full investigation. The complainant will receive feedback from the commander on DA Form 7279-R, Part II and III, within 14 calendar days.

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5. The processing of equal opportunity complaints through the chain of command should be strongly encouraged; however, commanders will not preclude soldiers, family members, and civilian employees from using other channels.

6. **Appeals process:** If the complainant believes the complaint is unresolved, then he or she has the right to appeal to the next higher commander within the chain of command. The complainant must do so in writing on the DA Form 7279-R, Part IV, within seven calendar days.

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7. **Protection against reprisal:** Department of the Army personnel are prohibited from taking any action that discourages any soldier, family member, or civilian employee from filing a complaint or seeking assistance when resolving Equal Opportunity matters. Personnel are also prohibited from taking disciplinary or adverse action against a soldier or civilian employee for filing a complaint, seeking assistance, or cooperating with an investigating officer.

8. **False complaints:** Soldiers who knowingly file a false equal opportunity complaint (a complaint containing information or allegations that the complainant knew to be false) may be punished under the Uniform Code of Military Justice.



DONNA G. BOLTZ

COL, MP

Commanding

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